What’s the Big Deal with Emotional Intelligence?

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What is it?

A form of intelligence relating to the emotional side of life, including the ability:

- To recognize and manage one's own and others' emotion
- To motivate oneself and restrain impulses
- To handle interpersonal relationships effectively
Why Does it Matter?

Accounts For More Career Success than IQ
Why Does it Matter?

Individuals with *more* emotional intelligence:

- Decisive
- Straightforward and composed
- Adept at work/life balance
- Able to build and mend relationships
- Skilled at change management
- Cooperative and collaborative team player
Why Does it Matter?

Individuals with less emotional intelligence:

- Easily irritated
- Quick strong reactions
- Easily distracted
- Strong emotions
- Lack empathy
- Chronically distressed
EQ on the Job

- Companies increasingly assessing EQ as part of the selection process, with great results
  - **Air Force** - Saved $3,000,000 a year on a $10,000 investment
  - **L’Oreal** - Realized a $91,370 increase per head for salespeople selected for EQ skills
Emotional Intelligence Model

Personal Competence
- Self-Awareness
- Self-Regulation
- Motivation

Social Competence
- Empathy
- Social Skills
Personal Competence: Self Awareness

The Core of Emotional Intelligence

- Deep understanding of one’s emotions; how your feelings affect you, other people, and your job performance
  - Emotional awareness
  - Self confidence
  - Accurate self-assessment
Personal Competence: Self Regulation

- Ability to control emotions and impulses
  - Self control
  - Trustworthiness
  - Conscientiousness
  - Innovation
  - Attitude
  - Flexibility in handling change
Personal Competence: Motivation

- Ability to call up feelings of confidence, optimism, and enthusiasm
  - Achievement drive
  - Commitment
  - Initiative
  - Optimism
Social Competence: Empathy

- Ability to identify with and understand the wants, needs and viewpoints of others
  - Sensing others’ emotions
  - Understanding others
  - Developing others
  - Taking active interest in others’ concerns
  - Developing greater interpersonal sensitivity
Social Competence: Social Skills

- Ability to channel emotions to support relationship development/maintenance
  - Communication
  - Conflict management
  - Leadership
  - Change catalyst
  - Collaboration/cooperation
  - Team capabilities
How to Improve your EQ

Work from the Inside Out

Start by Increasing your Self-Awareness

- Notice and name your emotions.
- Identify triggers to negative emotions.
- Observe how you react to people. Do you rush to judgment or stereotype?
- Examine how you react to stressful situations. Do you become upset every time there's a delay or something doesn't happen the way you want?
Feelings

Afraid

Angry

Bored

Excited

Happy

Hurt

Lonely

Proud

Sad

Shy

Silly

Surprised
Resources

- Talentsmart.com
  - White papers, movie clips, materials & assessment
- Myskillsprofile.com
  - Free online EQ assessment
- DanielGoleman.com
  - Leadership, ecological intelligence, EQ
- Psychometriclab.com
  - Web-based materials & TEIQue assessment